



**FRONT LINE**  
LEADERSHIP

# PROGRAM GUIDE



## Front Line Leaders: Promoted Based on Technical Skills, Lacking in Leadership Skills

- Most front line leaders are promoted based on their strong technical skills. They understand the equipment and the processes, but they often lack the people skills needed to provide professional, respectful leadership to their team members.
- The strength of your front line leaders impacts your organization's retention, turnover, engagement, and the ability to achieve consistent high-performance.
- As your leaders become more consistent, capable, and confident, you will notice better culture scores, consistently better operating performance, and fewer issues being escalated to management and human resources.



## Planning Your Leadership Development Program

Thank you for considering the Front Line Leadership Program to build the capability, confidence, and consistency of your front line supervisors, team leaders, and managers. This Guide describes the main features of our Program and provides an overview of the course content to help you decide if our Program is a fit for your organization.

- Available in English, French, and Spanish to ensure a consistent leadership message across your organization.
- One group in one location or multiple groups in multiple locations—we work with you to create the best fit.
- Virtual, in-person, or on demand—no matter the delivery method, we've got you covered.

### Next Steps:

Schedule a preliminary discussion to ensure there is a fit between your organization's needs and the Front Line Leadership solution. Call 1-866-700-9043, email [info@uniquedevelopment.com](mailto:info@uniquedevelopment.com), or scan the QR code to the right to schedule a meeting.

Consider a demo session with your management team to see our program in action.



**Scan this QR code to schedule a  
meeting with us!**





## **The Front Line Leadership Training Objective**

Increase the capability, confidence and consistency of your organization's leaders to provide positive leadership to team members so that retention, engagement, and business performance is maximized.

### **There are three key outcomes of the training:**

**1**

#### **Demonstrated Behavior (DB)**

Your front line leaders will be able to put new leadership approaches and strategies into action.

**2**

#### **Quantified Impact (QI)**

Using the Leader Behavior Builder™ System, you will see the quantifiable impact of the leadership skills in action.

**3**

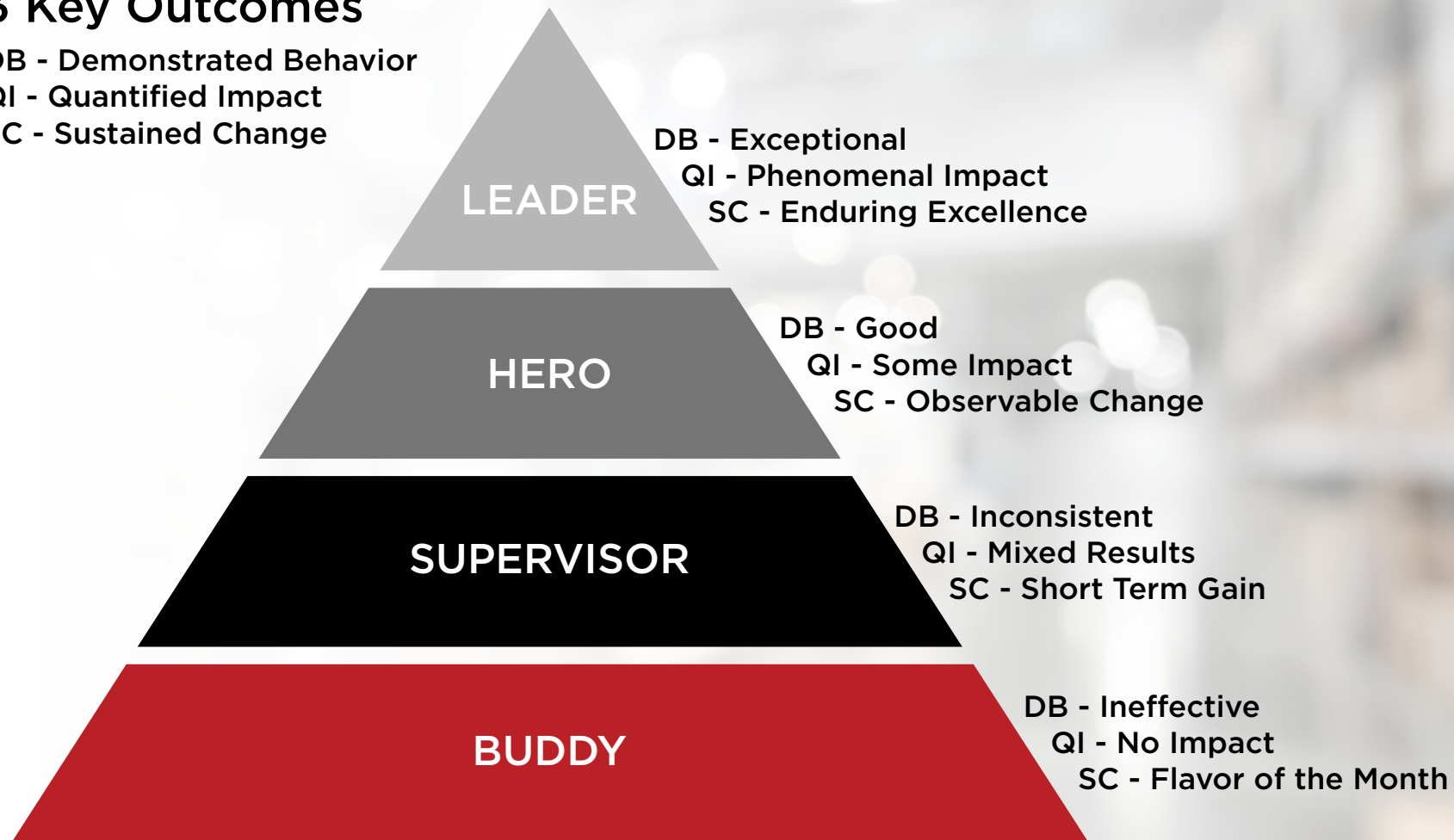
#### **Sustained Change (SC)**

Leadership development will become a process instead of a flavor-of-the-month, one-time event.

# The Front Line Leader Development Progression Model

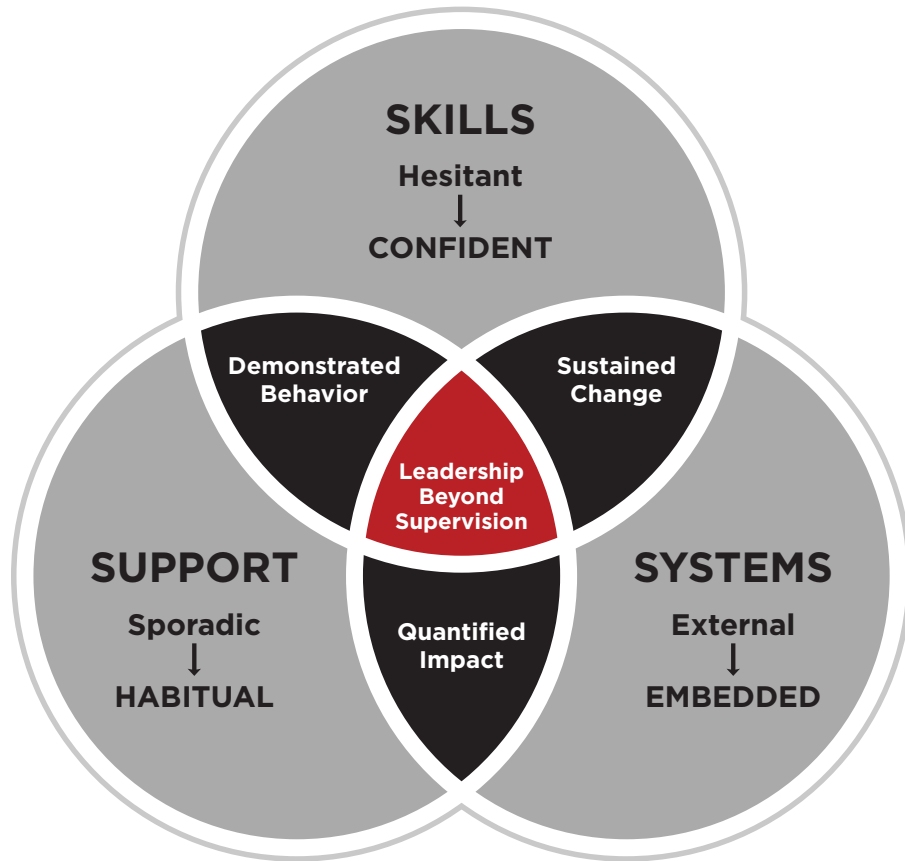
## 3 Key Outcomes

DB - Demonstrated Behavior  
QI - Quantified Impact  
SC - Sustained Change



Our goal is to help your front line leaders grow their capabilities and confidence. Many front line leaders begin their leadership journey trying to be a Buddy to their team members. Then, as they embrace their responsibilities, they become a Supervisor. With further development and determination, the leader becomes a Hero to their team. A small number of front line leaders will aspire to be a Leader: someone who helps their team members become Heros and inspire others to step into leadership roles.

# The Front Line Leadership Success Model



We believe in creating Leadership Beyond Supervision™ that achieves three desired outcomes: Demonstrated Behavior, Quantified Impact, and Sustained Change.

Those outcomes are delivered by building Skills, providing Support, and implementing Systems.

Your front line leaders will move from being hesitant to being confident. They will shift from being sporadic to being habitual and the systems will transform the training from being external to being embedded.





## Step 1 - Before the Training: Setting the Stage for Success

- **Participant Survey:** Participants appreciate the opportunity to share their needs in advance of the training via our pre-training survey.
- **Preview Video:** We help prepare participants so they feel more comfortable and know what's expected of them in the training sessions.
- **Management Overview:** If the managers of the participants are not taking part in the training (we recommend they do) then we can deliver a management overview session so that the manager is familiar with the training and can provide the necessary support.

## Step 2 - Delivery of the Training Sessions: Relevant Content Delivered in an Engaging Way

- **Experienced Facilitator:** The training facilitator who works with your team has the relevant background and experience to relate well to your team. They deliver the content in an engaging way. Your team will appreciate the fact that the facilitator, the content and the examples are all operations-focused.

How relevant was this session to your work?  
(1 = not at all relevant, 10 = totally relevant)

Medium (5-7)

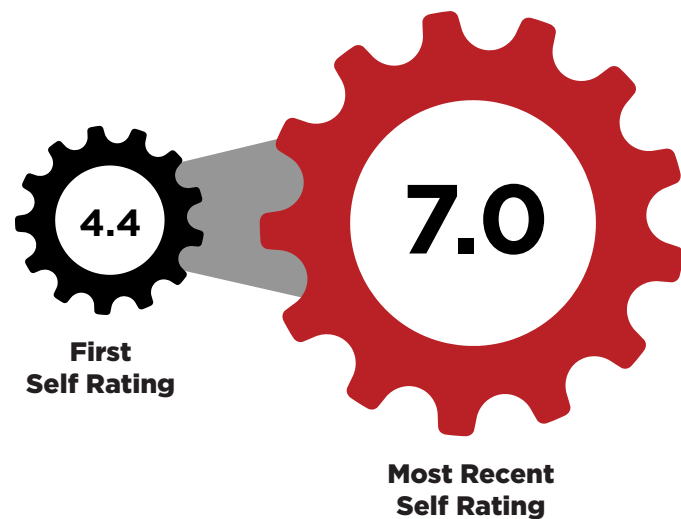
High (8-10)

- **Program Customization:** It's important that the participants feel that the course is consistent with what they experience on the job.
- **Engaging Multimedia Presentation:** Participants aren't used to sitting in a classroom for hours at a time, so we use a variety of tools including live polling, relevant and entertaining videos and movie clips, case studies, simulations, and team-based interaction to keep things lively and engaging.
- **Practical Training Materials:** Each participant receives a training kit that includes a workbook and various other materials, including a Leadership Observations notebook and two leadership books written by front line leadership expert Greg Schinkel, depending on your program.
- **Multi-Language Capability:**  
Our Programs can be delivered in English, French, or Spanish to ensure a consistent leadership message across your organization.
- **Manager Toolkit:** We provide the participants' managers with a Manager Toolkit so they can support the learner as they participate in the training and afterward.



## Step 3 - Demonstrated Behavior and Quantified Impact

- **Leader Behavior Builder™:** Each participant will make a commitment to change at least one leadership behavior. Our system will check in with them as often as the participants prefer—all it takes is 60 seconds—over the course of the behavior builder by text message or email to ask them to reflect and self-evaluate on how they are progressing on changing their behaviors.



On a scale of 1 - 10, how useful was this habit-building process for you? (1 = not at all useful, 10 = extremely useful)

**7.7** Average score (of 10)

4% - Low (1-4) 35% - Medium (5-7) 61% - High (8-10)



- **Coaching Conversation:** Participants meet with their manager to discuss leadership strengths, the behaviors they'd like to change to improve their leadership ability, and their insights from the training. This develops a common language across the leadership team and shows the manager's commitment.



## Step 4 - Sustained Change: Sustainability and Continuity Options

It takes continuous reinforcement to build effective and long-lasting leadership habits.

- **Follow-Up Training:** After leaders have completed the Front Line Leadership Core Topics, we will work with you to roll out additional levels that build upon that foundation, allowing leader to further practice and apply acquired skills as well as tackle new, more challenge topics. This ensures that leadership training becomes an ongoing, sustainable, and effective process instead of a one-time event.
- **Front Line Leadership Learning Paths:** Our Learning Paths are short, online courses that allow for reinforcement of the learning and application of all topics covered in the Program.
- **Ongoing Reinforcement and Support:** We can continue to work with the managers of the participants to ensure they are keeping the training and development of their front line leaders moving forward.
- **Public Workshops:** We offer public workshops for our most popular training sessions so you can send any newly promoted front line leaders to receive the same training the rest of your leaders have already received. This is available both in-person and virtually.
- **Self-sufficiency and Train-the-Trainer:** We can equip your HR and operational leaders to deliver the training in-house so that leadership development moves from being externally driven to embedded.
- **LeaderLytics™ Reporting System:** This robust platform, available as an additional enhancement, connects the training, behavior change, leadership effectiveness, and team member input to operational performance and results. It provides a perpetual leadership development process, creating a virtuous cycle of training, positive behavior change, and operational improvement. It's truly the best way for management to not only see how the

training is being applied, but also the return on their investment.

- **Front Line Leadership On Demand:** With our On Demand Program, leaders can learn at their own pace, anywhere they have an internet connection. Engaging modules, including videos, quizzes, reflections, and downloadable resources, ensure that learners come away with practical training that they can use right away with their teams.

### What obstacles did you encounter when working on this new habit?



**50%** Me/Old Habits  
**5%** Lack of support from other leaders  
**44%** Time  
**0%** Lack of support from my team members  
**0%** Lack of confidence.





# Front Line Leadership

## Core Topics



### Expectations of a Front Line Leader

**Overall objective:**

Understand what's expected of you as a leader and identify leadership skills to work on.

This module will enable participants to:

- Evaluate their skills and knowledge against the expectations of a front line leader.
- Improve relations between management and their team members by properly representing each side.
- Evaluate their message delivery between management and team members to help ensure the proper message is being delivered.
- Establish a strategy to be able to escape the leadership trap and gain time to develop and implement processes, strategies, and training to improve the performance of the team.



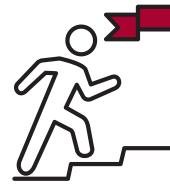
### Winning the Day

**Overall objective:**

Create a sense of accomplishment and positive momentum in your team.

This module will enable participants to:

- Clarify expectations so their team knows what success looks like.
- Create a sense of optimism and hope in their team by addressing frustrations and obstacles and creating a brighter future for their team.
- Explain “why” to get better buy-in from team members.
- Build a process for shift starts and shift handoffs to maintain a seamless production and performance outcome from one shift to the other.



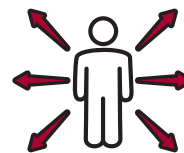
### Leading by Example

**Overall objective:**

Create a culture of mutual respect so that your team will follow your example.

This module will enable participants to:

- Demonstrate their expectations through their actions.
- Treat their team members consistently to create teamwork and avoid feelings of resentment.
- Set boundaries to avoid personal relationships affecting their ability to lead.
- Build relationships with their team so they can achieve better results.



### Leadership Styles

**Overall objective:**

Use the Coach leadership style to maximize both performance and team member satisfaction.

This module will enable participants to:

- Understand and identify the characteristics and impact of four common leadership styles: Autocrat, Caretaker, Conformist, and Coach.
- See each leadership style in action and understand what type of results each style produces.
- Aim to be a “Coach”, and then, as situations warrant it, flex into other styles.



## Motivating and Engaging Team Members

### **Overall objective:**

Create an environment where your team members are motivated to do their best.

This module will enable participants to:

- Understand how they, as a leader, impact the level of motivation and engagement of their team.
- Have a positive perspective in regard to young workers by understanding that they have been raised differently.
- Create a welcoming environment by implementing simple steps to help retain team members and reduce turnover.



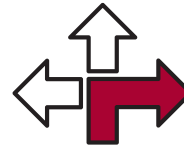
## Effective Communication

### **Overall objective:**

Communicate information, expectations, and feedback in a way that maximizes engagement and delivers results.

This module will enable participants to:

- Understand the various elements that make communication successful, so their team members take the action the leader desires.
- Use the appropriate words, tone, and body language, in written or verbal communication, to get their message across.
- Use open-ended questions and effective listening to engage and involve their team.



## Leading Change

### **Overall objective:**

Accelerate change initiatives by reducing resistance and increasing buy-in.

This module will enable participants to:

- Remain curious and experimental toward change initiatives.
- Have their team reduce resistance and increase buy-in by understanding the need for change, having confidence in their ability to change, and putting change into action.
- Develop a game plan to implement a change initiative.



## Accountability, Empowerment and Training

### **Overall objective:**

Help your team become more self-reliant and engaged and increase their bench strength.

This module will enable participants to:

- Understand the difference between the comfort, panic, and learning zones, and help shift team members toward the learning zone.
- Help them identify how to empower their team to be more self-reliant, and free up their time for higher-value tasks.
- Increase the accountability of their team so they take more responsibility and increase their sense of ownership.
- Provide the necessary knowledge and skills through effective on-the-job training so they feel empowered and can be held accountable.





## Addressing Behavior and Performance Issues

### **Overall objective:**

Address behavior and performance issues constructively, to build up your team and ensure expectations are met.

This module will enable participants to:

- Take a strengthening and building approach to delivering constructive feedback.
- Demonstrate the courage to address issues promptly to avoid unnecessary tension or escalation.
- Select and use one of three methods to address issues and reinforce behavior.



## Managing Conflict

### **Overall objective:**

Resolve conflict constructively to achieve better results and relationships on your team.

This module will enable participants to:

- See that the best outcome to conflict is where all parties are satisfied with the solution.
- Determine how individuals react and how best to approach them to resolve conflict.
- Realize the root of most conflict is misunderstanding and that the solution is to build a common understanding.
- Help team members vent their emotions before solving the problem.
- Resolve conflict situations constructively and respectfully.

Once your leaders have completed our Core Topics, it's time to build on these core competencies with additional topics such as emotional intelligence, decision-making and problem-solving, leading up, and more. **Scan the QR code to see the full list!**



## Delivery Options for the Front Line Leadership Program

Whether in-person or virtual (i.e., distance learning), most customers choose to have our instructor-led training delivered in six half-day sessions, with those sessions delivered 2-3 weeks apart to allow for processing and application of the ideas, strategies, and concepts learned in the course. We will work with you to determine the best delivery strategy according to your preferred timeline.

## Front Line Leadership Program Investment

The investment per participant for virtual and in-person delivery varies with the size of the class: more participants reduces the cost per participant, and fewer participants increases the cost per participant.

Please contact us to discuss the investment details for your organization and project.

We look forward to working with you to help build a more positive, confident, capable, and consistent leadership team—helping you achieve Leadership Beyond Supervision! Call **1-866-700-9043**, email **[info@uniquedevelopment.com](mailto:info@uniquedevelopment.com)**, or **scan the QR code** to get started.



## About Front Line Leadership Systems USA Inc. and **Unique Training & Development Inc.**

Our passion is growing the capability of front line leaders in operational environments. Founded in 1987, we've worked with thousands of leaders from hundreds of companies across dozens of industries in manufacturing, supply chain and operations. Whether your project scope is one group in one location or dozens of groups in different countries and languages, we have the capability to meet your needs.

For more information visit [UniqueDevelopment.com](https://UniqueDevelopment.com)  
or connect with us on social media by clicking the links or scanning the QR codes below.

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